

GRANTEE MONITORING

Grantee Name	Morris Life Care Pregnancy Center (MLCPC) dba Options for Women Morris
Location/Address	615 Atlantic Ave, Morris, MN 56267
Date and Location of Site Visit	October 11 th , 615 Atlantic Ave, Morris, MN 56267
Grantee Participants	Angela Franey, ED
MDH Participant(s)	Mary Ottman
Grant Agreement #/PO #	109542

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current?

yes

2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment? yes

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3. Where is this central file located?

Physical files in ED desk and Center staff office

Computer files on ED laptop, my drive of Google drive.

4. Who is responsible for this central file? Angela Franey, ED

(Ericka B. recently resigned as well as the past ED, Theresa Fisher)

5. Does the central file include

- The grant proposal? Yes, 2016-2019
- The award letter? No
- The signed grant agreement and any/all amendments? Amendments of revision yr1 and 2
- Any/all requests and/or approvals for scope/budget changes? Budget revisions-yes
- The work plan? Yes, and revision of work plan
- Any/all payment requests (invoices)? E-Folder of invoices, hard copy in locked file cabinet
- Any/all signed subcontracts? Not applicable (no subcontracts) only for yr1--no
- Any/all Progress Reports? Quarterly updates and demographic reporting

REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment? Yes

2. Are expenditure reports submitted timely and accurately? Yes, invoicing is submitted by the 20th of the next month (we try to do by the 7th of the next month) and quarter reports are due every 3 months. Annual reports at the end of the year (June 30) and evaluation reports due in October.

3. Are progress reports submitted with all required information and in a timely manner? Yes



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CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors? [TLC policy. Normally we try to get bids and the board of directors and/or ED will choose the contractor](#)
2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate? [Philip Drown who worked on Evaluations. We have a contract with CDS accounting to help with our financials.](#)
3. Was the contractual agreement(s) reviewed and approved by MDH before implementation? [Yes](#)

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time? [We use time clock program and ekyros software to help us track each employees' time and how it is spent.](#)
2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant? [Timesheets are modeled after the MDH timesheet handout sent at the beginning of Year 2.](#)
3. Does the Grantee have policies and procedures in writing regarding:
 - Payroll? [Yes](#)
 - Travel? [Yes](#)
 - Overtime? [Yes](#)
 - Timesheets? [Yes](#)
 - Taxes? [Yes](#)
 - Purchasing? [Yes](#)
 - Compensated time off? [Yes](#)
4. Are employees time sheets approved? [Each time sheet is approved by the supervisor \(ED\) and by the treasurer of the board of directors.](#)
By whom (what position)? [ED and the Treasurer of the board of directors](#)

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By the Executive Director? [Yes](#)

5. Does the Grantee's payroll preparation and distribution involve more than one employee? [Our office manager does the payroll but to date we are looking for a replacement. Until one is found the ED is doing the payroll.](#)
6. Does an authorized official approve all checks before being signed? [Checks over \\$500 are double signed all other checks normally written by the office manager are reviewed by the ED.](#)

Additional Comments:

[At our last board of director's meeting we discussed how to handle financial protocols in the light of the position of office manager being open, as well as the transitions of the offices of Board President and Treasurer. The existing board came up with some temporary protocols but would like to return to our regular protocols as soon as a new office manager is found and new board officers resume their duties.](#)

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PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

Program History

- When was your program started? Why was it started? [MLCPC was formed in 1996 as a crisis pregnancy center with the mission of helping women facing unplanned pregnancy and their families to choose life.](#)
- What need does your program fulfill? [We provide emotional, educational, spiritual and material support to women facing unplanned pregnancy and their families. We provide abortion information, post abortive counseling and grief counseling to families who experience loss of a child.](#)
- How has the program grown or changed since its beginning? [We have increased our programming to include a Daddy program, a Spanish program, prenatal program, Car Seat program, Natural Family Planning and satellite locations. We are working to establish permanent satellite sites in all 6 counties in our region.](#)

Grantee's Target population

- Who does the organization primarily serve? [Primarily women of child bearing age \(15-50\). 60% of our clients are Spanish speakers.](#)
- What is the program's demographic and geographic coverage? [West Central Minnesota-rural, largely agricultural with some industry throughout.](#)
- Review recent Demographic reporting. [Recent Demographic reporting was reviewed.](#)

Leadership and Governance

- Effective Board: How many board members currently serve, who are they? [We recently had turnover in our board. We have 4 members are should have 5-9. Currently Acting President: Dawn Kosbob, Secretary: Rose Neilsen, Treasurer: Paul Rhoda, New Member: Jeanne Mix. We are actively looking for more board members.](#)
- How often do they meet? How are they informed of organization's progress and challenges? [They meet monthly \(Oct 16th is next meeting\). They are given a director's report each month at the meeting with periodic e-mail updates throughout the month.](#)
- How supportive is the Board of the program? [They are supportive but all the board members work full time. Some are only available on weekends.](#)

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- How is the program staffed? *Mix of paid and volunteer staff.* Who is responsible for the supervision of grant staff? *Executive Director is responsible for staff with the help of the Office Manager/Client Services Director.*
 - How are staff evaluated on their performance? *Annual Reviews* How long have PA staff been employed there? *ED-5months, Client Advocate-3yrs, Support Staff-3yrs, Spanish CSD-3 yrs., New Client Adv. 3 weeks*
 - How are staff background checks done? *We use Trusted Employees*
 - What is your organization's policy on complaints for staff and clients? *Policies written for staff complaints are written in the staff handbook. Protocols for client complaints are written in the TLC Standards & Policies handbook.*
 - TLC affiliate Liability Insurance and Directors&Officers insurance through Maguire Agency.

Budget

- Does the current budget reflect your work plan activities? *I think our revised budget does.*
- Is the budget accurate for the project size/scope? *Yes*
- Do you have any challenges with the budget or invoicing? *Not confident that I am doing it correctly*
- Has your Financial Reconciliation taken place? *The accountant does the books each month and files our reports. They use QuickBooks. The Treasurer gives financial reports each board meeting.*
- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed. *Morris has a medium risk evaluation based on the submitted Due Diligence form.*

Review Work Plan including:

Partners

- If applicable: how are people referred to the program? Are there any barriers encountered with referral sources? What is your most common referral source?
- Challenges with partners or specific counties?
We often get referrals from social services –which are different in every county. We work closely with our local hospital. I recently talked with providers about their willingness to not refer clients for abortion. They said they must provide the patient with the right to be referred for abortion and contraceptives.

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Work Plan

- Review your 2016 – 19 grant application’s description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.
- **Prepare a short summary of your current program(s) and the number of clients being served.** How does what you describe in the application compare with what you are currently providing? Have any programs and/or activities or services been added or removed? Have the number of clients being served per quarter decreased or increased since June 2016? Is there anything in particular you want to share about your current program to explain its current status?
- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way and for what reasons? *I think our current work plan more accurately describes the programs we currently provide compared to our original proposal. Our overall numbers have been down a little but still consistent with the population of our region, and the difficulties we experienced this past year. I do not think we can expand at the rate described in the first grant application though I would like to provide better services to the target college group. Currently we only see clients on an “as needed” basis in the outlying regions. I would like to establish permanent satellite sites in all 6 counties to better serve those communities. I would also like to expand the services here at the Morris center to include medical ultrasound and STI testing.*

Participants:

- What type of outreach does the organization put into action? What is working well? What are more the challenging aspects to finding or retaining clients? *Much of our outreach is networking with social services, churches and individuals in the counties. Our Baby Bottle Campaign is designed as an outreach tool. That seems to be effective—most volunteers we have ever had. Spanish clients seem to come in based on reputation/word of mouth in the Hispanic.*

Data:

- How is program data collected and by whom? *Data is collected at time of appointment and entered by advocates/support staff into program: ekyros. Reports are generated from that program. Is data collected useful to agency? yes*

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- Anything we can do to help or simplify data collection?

Review Evaluation

- Your 2015-16 Evaluation Report Summary will be discussed (If you were a past grantee).
- Your 2016-17 Evaluation Plan will be reviewed. Any suggestions provided in your 2015-16 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions on your evaluation? *I will be overseeing the gathering of data, analyzing it, and then writing the evaluation report based on that data. Our evaluation period begins Nov. 1st. I would appreciate tips about that process.*

Miscellaneous

- Anything else you would like to share? *We are looking for a new office manager/client services director. We may end up splitting the roles/responsibilities between employees. Will that work?*
- Anything else we haven't asked? *This year has been a year of change—I hope that all the bases are covered moving forward. I am happy to have your help in making sure we have not forgotten anything and that all procedures/protocols are followed well.*
- We should talk about the details of the event/training that MLCPC will sponsor with you for the “extra” funds that were awarded to us.

What can we do to help?

- Trainings and Grantee meetings useful for grantee? *The webinar was helpful. Perhaps a video listed on line of it could be available for all new personnel to view so that they become familiar with the grant process. Any topic suggestions? Actual invoicing/spreadsheet demos would be helpful.*
- Feedback or suggestions for the state? *This is a great program! It makes it possible to provide services to our clients. I hope it continues!!*
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program? *Your patience, knowledge and help in writing, meeting and documenting the requirements of the grant is greatly appreciated!*

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Summary:

Morris Life Care Pregnancy Center (MLCPC) has experienced much change this past year. Their long serving Executive Director (ED) has left her position and a new ED has been hired to replace her. The new ED has been with the organization for approximately 6 months. She has found a better location and moved the organization in the past month. The new location will better serve the community with a more organized spaced and a more visible storefront in the main business district of Morris. These changes are providing a new and exciting direction for MLCPC.

We discussed the sub contractual agreement MLCPC has with their accountant. The ED will check to make sure that their year 2 subcontract has been submitted. Currently the office manager position is vacant. This position often works with the accounting firm to help organize payroll. Currently the ED has taken over that responsibility.

Currently MLCPC receives Positive Alternatives (PA) funding for the following programs: car seat education and distribution, life coaching education, nutrition, pregnancy and parenting education, pregnancy testing, STI testing and ultrasound. Future programs will be expanded with the addition of father programming, Hispanic programming, a prenatal program and natural family planning education. The center also plans to expand their outreach with programming to be offered in several planned satellite locations. Currently they are able to offer services in Starbuck, a small rural area 30 miles from Morris.

MLCPC faces several challenges with the new changes that have taken place. Staffing responsibilities and roles are being discussed and possibly realigned. New board members need to be recruited, engaged and supportive in the work of the organization. Outreach needs to be attempted for the growth of the organization and its programming. All of these concerns were discussed at the Site Visit. The ED has a good grasp of the priority of the work needing to be accomplished for the well-being of the organization.

Another area of review was the current budget. MLCPC has excess funding that will not be able to be fully expensed for the growth of their organization in Year 2 of the PA grant cycle. It was agreed that the excess funding may be used for future training for PA grantees this spring. A review of the work plan/quarterly update was also discussed. Several areas of programming should be updated to reflect current services being provided including transportation and ultrasound. The task force strategy of child abuse programming was also encouraged to be included in educational efforts with clients and to be accurately reported on quarterly updates.

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Questions on record retention, future budgets, and program reporting were discussed. Evaluation expectations were also pointed out. Future planning for the organization was a topic of discussion. MLCPC is looking into going fully medical in the future beginning at the Morris site. The ED has begun to explore this option and discussed her progress to date. The staff are in the beginning stages of exploring this option. The staff realize that they have an exciting opportunity with the addition of new staff to fully reassess the direction of the Center.

Although changes in staff can be a challenge for any organization, the new ED transition for MLCPC seems to be going well. Throughout the transition they have continued to maintain and manage their PA grant responsibility. I look forward to the continued partnership with MLCPC as a grantee with the Positive Alternatives Grant Program for the remainder of the grant cycle.

Date: October 16, 2017

Grant Manager: Mary Ottman